

**LIAISON MEMORANDUM  
NUMBER 20-07**

**To:** Agency Liaison Officers  
**From:** Cindy Rougeou  
Executive Director  
**Re:** LASERS Response to COVID-19 Situation  
**Date:** March 17, 2020

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LASERS is currently open, but not accepting visitors. The agency will close only upon direction of the Governor.

**Agencies are encouraged to fax any retirement related paperwork to 225.935.2856.** Faxing a document ensures that it will be in our system electronically; and our staff will be able to process it, even if forced to work remotely.

Agencies are also encouraged to submit questions to [asklasersagency@lasersonline.org](mailto:asklasersagency@lasersonline.org). If an office closure is mandated and our phones are down, staff can still respond to emailed questions. Of course, response time will be delayed. **Please prioritize your inquiries to those that demand immediate attention and on behalf of members who are in the process of retiring.**

In anticipation of potential office closures:

- If a closure is two weeks or less, retirement applications with all required documents will continue to be processed, but payments to new retirees are not guaranteed to be made during that two-week period.

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Cindy Rougeou, Executive Director

- If a closure extends beyond two weeks, retirement applications will be processed and retirement benefits paid, assuming all required documents are submitted. For a list of required documents refer to the [Retirement Application](#).
- Payments to all existing retirees are guaranteed to be submitted to their financial institutions on the first of each month. No guarantees can be made for paper checks.
- If LASERS employees are prohibited from accessing our building, staff will provide whatever services are possible remotely, but an extended closure with no building access may limit retirement application processing.
- Retirement and DROP dates will be honored based on the date of applications submitted to LASERS and/or employing agencies.

LASERS is committed to working with you and our members to provide the highest level of service possible in this difficult situation.